

**eliminating racism  
empowering women**  
**ywca**

**Central Massachusetts**

Position: Community Based Services Advocate/ Technology Assistant  
Hours: Full-time Monday – Friday (Flexible Hours)  
Accountability: Director – Daybreak/Battered Women’s Resources  
Location: Leominster  
CORI Required: Yes

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**About the YWCA Central Massachusetts**

For more than 125 years, the YWCA Central Massachusetts has served as a life-long positive force for women and girls, their families and communities. By leveraging the reach, power and passion of our members and supporters, we have created lasting change.

The YWCA Central Massachusetts offers a wide range of programs, including early education & care; domestic violence services; career assistance; healthy lifestyle promotion. Our services strengthen women and girls in the community, helping them to realize their full potential.

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**General Function:**

Full time position to provide services to victims of domestic violence; responsible for providing crisis intervention, individual and group advocacy for victims and identifying high risk clients; Flexible hours required with a valid driver’s license.

**Responsibilities:**

- Provide crisis intervention services, individual and group advocacy to victims of domestic violence in the community and/or agency
- Enter and maintain data outcomes for various funders
- Assessment of clients for high risk; shelter and related services
- Maintain principles of confidentiality
- Provide consultation to police departments as needed for the High Risk Response Team
- Provide outreach services to clients referred from SAFEPLAN Advocates
- Provide and answer hotline calls as needed and assist local police departments
- Participate in the local CCRN
- Maintain written documentation for client records per policy
- Collect and maintain required monthly statistics
- Attend agency meetings and in-service trainings, as required
- Participate in agency trainings, meetings, and community education presentations
- Develop and maintain community resource contacts
- Adhere to all YWCA/Battered Women's Resources/Daybreak Policies and Procedures
- Other tasks as assigned by the Director

**Qualifications:**

- Bachelor's Degree in related field such as Human Services, Counseling, or Social Services
  - Knowledge of domestic violence and/or family violence and related issues such as substance abuse and mental health, crisis intervention, individual and group counseling, community development, and education
  - Experience working with diverse populations
  - Demonstrated ability to work cooperatively with other professionals and team members
  - Ability to maintain professional boundaries and client confidentiality
  - Empathetic, non-judgmental and active listening skills
  - Ability to assess and intervene in crisis situations
  - Excellent written and oral communication skills
  - Organized; innovative
  - Knowledge of community resources
  - Strong background in Computer Technology
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**How to apply:**

If you are interested in applying please send resume to:

Email: [HR@ywcaworcester.org](mailto:HR@ywcaworcester.org)

Fax: Human Resources at 508-754-0496

Mail: YWCA Central Massachusetts  
Attn: Director of Human Resources  
1 Salem Square  
Worcester, MA 01608-2090

The YWCA Central Massachusetts is an Affirmative Action/Equal Opportunity Employer.